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Governor Scott Walker
Secretary Eloise Anderson

Division of Early Care and Education
Bureau of Early Care Regulation

DATE: March 24, 2015
TO: Interested Parties
FROM: Mark E. Andrews, Director
Bureau of Early Care Regulation
RE: **ANNUAL REPORT: CHILD CARE LICENSING AND CERTIFICATION
ACTIVITY - JANUARY THROUGH DECEMBER 2014**

A handwritten signature in blue ink, appearing to read "Mark E. Andrews".

Each year, the Bureau of Early Care Regulation (BECR) shares statewide information from the previous calendar year on Wisconsin's licensed and certified child care centers. This report provides information on numbers of regulated child care centers, capacity, complaint and enforcement activity, caregiver background checks and frequently cited violations. I am also highlighting some of BECR's accomplishments in 2014.

Sharing Regulated Child Care Information with the Public

Continuous enhancements made throughout the year to BECR's data system, the Wisconsin Child Care Regulatory System (WISCCRS), have resulted in more complete information to share with the public on the YoungStar and Regulated Child Care public search website. During 2014, there were 168,941 visitors to the public search website. These visits to the public search site resulted in 1,852,821 webpage views, including views of child care location maps and center information such as license name, hours of operation, capacity, YoungStar rating, compliance and noncompliance statements, correction plans, and enforcements.

Creating a New Child Care Monitoring Tool

During 2014, in an effort to streamline the process for recording and reporting data observed during child care visits, BECR staff collaborated with the DCF Bureau of Information Technology Services and SPR Technologies to develop a new iPad Licensor Checklist Mobile Application. The mobile application, implemented statewide during the first two months of 2015, allows licensing specialists to access and organize all available child care center background information while making an onsite visit to a center. Using the mobile application, licensors are able to make electronic entries instead of notes on paper, making it easier to identify child care center rules that are met and unmet. This feature enables the licensing specialist to provide the child care provider with a more comprehensive report of the monitoring results at the conclusion of the visit.

Another advantage of the new mobile application is that data collected at a visit uploads directly into WISCCRS, saving time and eliminating data entry errors. When a licensing specialist completes a child care visit, all of the visit data is uploaded into the system and available as soon as the synchronization is complete.

Licensing specialists throughout the state are now trained and using the mobile checklist application, with an expectation that the application will be made available to certification specialists in the future. Judy Norman-Nunnery, the Administrator for the Division of Early Care and Education, stated that the success of this new tool will be a great example of streamlining government work and resources.

Meeting New Fingerprint Requirements

The 2013 Wisconsin Act 20 was enacted to require that regulated child care providers receiving or planning to receive Wisconsin Shares payments submit fingerprints for the purpose of a one-time Federal and State criminal record search. BECR began implementing the one-time fingerprint requirement for new applicants for licensure in May of 2014 and for existing licensees in July of 2014. In order to make fingerprinting services accessible and convenient, the Department of Administration (DOA) entered into a contract with Fieldprint® to provide digital fingerprint capture services for persons who need to submit fingerprints to BECR and other agencies. During 2014, BECR sent 3,635 letters to providers regarding the fingerprint requirement. The number of FBI checks that were completed for licensees and household members was 1,427. All required providers, employees and household members are required to complete the fingerprint requirement by the end of 2015.

Collaboration with Other State Agencies

In an effort to improve data sharing between BECR and the Wisconsin Department of Revenue (DOR), an interface between the DOR data system and WISCCRS was implemented in February of 2014. This interface assures more timely identification of child care applicants and licensees with tax delinquencies, as required by Wisconsin statute.

Number and Capacity of Licensed Child Care Centers

As of December 31, 2014, there were 4,266 licensed child care centers and day camps in Wisconsin. This compares to 4,384 licensed child care facilities at the end of 2013. This is a drop of over 2% in the total number of licensed child care centers in the state.

Of the 4,266 licensed centers, 2,301 are licensed group centers, 1889 are licensed family centers and 76 are licensed day camps. The number of family child care centers dropped by almost 5% between 2013 and 2014. The number of group child care centers decreased by about 1%. The number of day camps decreased by 2 in 2014.

The decrease in family child care centers in Wisconsin is consistent with an overall decrease in family child care centers nationwide over the past five years, according to data collected by the National Association of Child Care Resource and Referral Agencies/Child Care Aware.

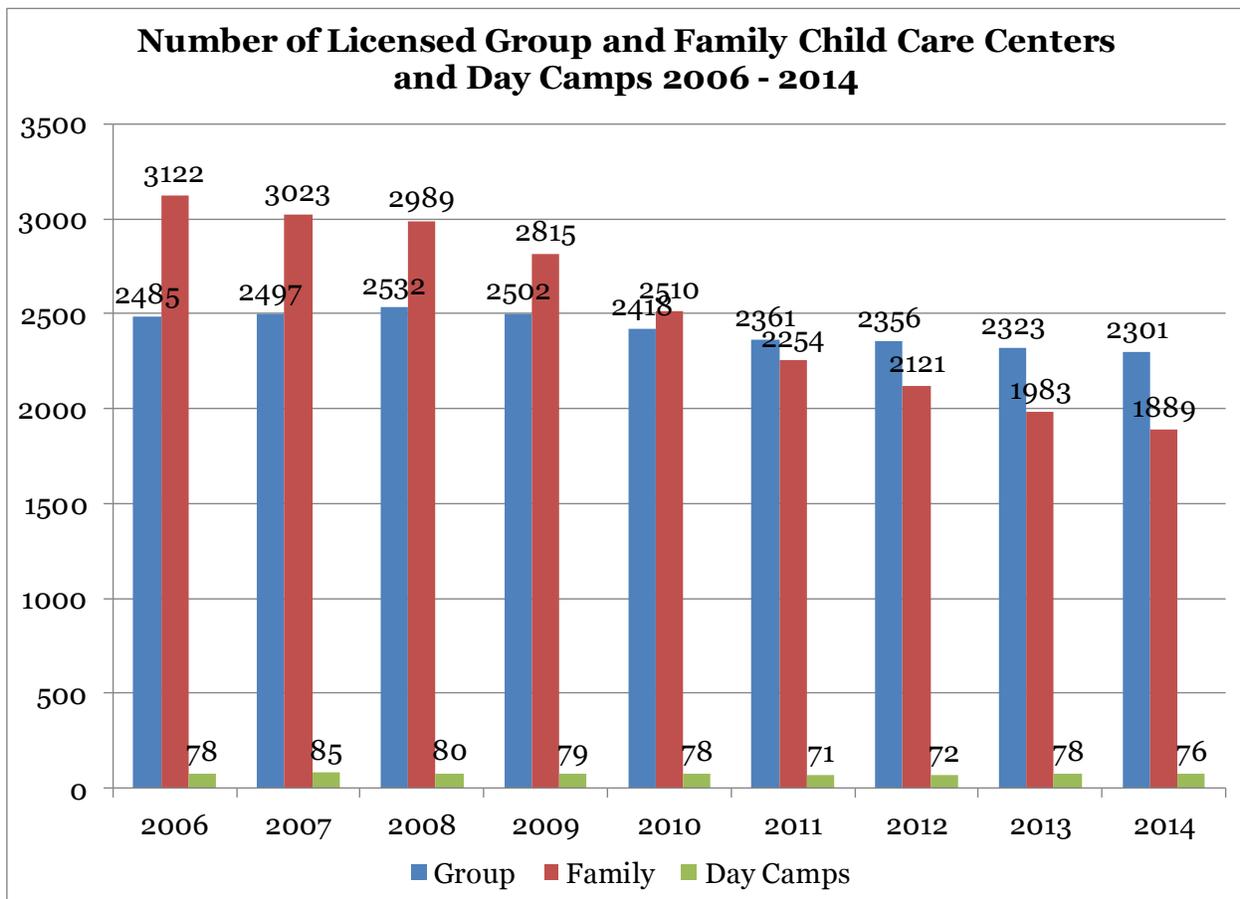
Despite the decrease in total numbers of child care centers and day camps, total daytime and night-time capacity overall remained about the same between 2013 and 2014. Daytime capacity for all licensed care in 2014 was 158,286, compared to 158,829 in 2013. The total night-time capacity for all licensed care was 11,613 in 2014, compared to 11,676 in 2013.

An estimated 225,964 children were served in licensed child care centers and day camps in 2014, about the same as the estimate of children served in 2013.

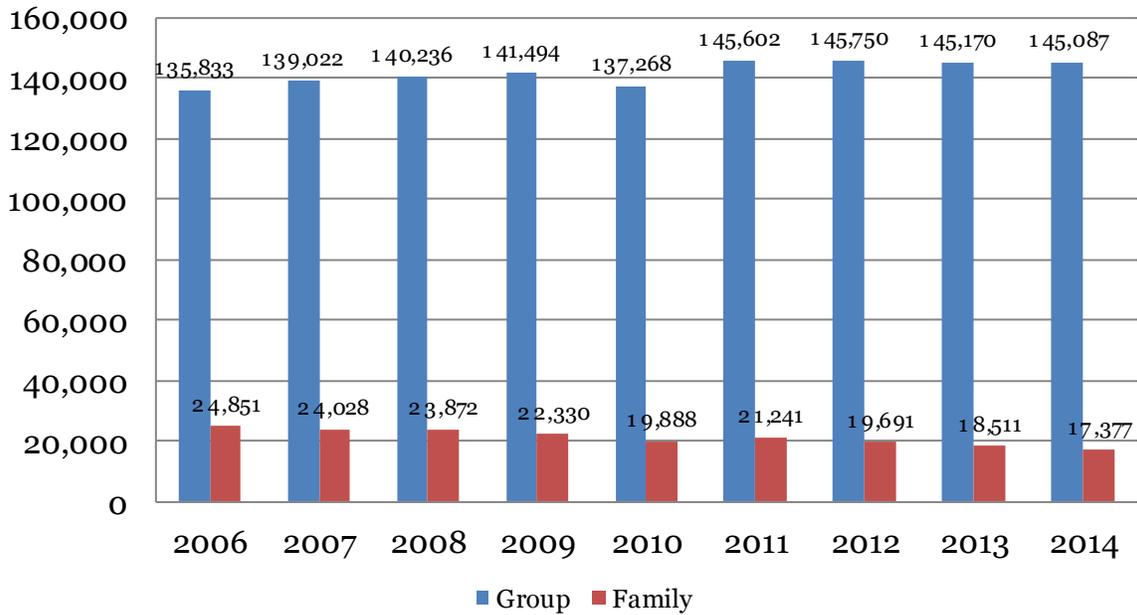
The following four charts show the number of licensed providers and capacity in 2014, estimated enrolled children, and the change over time in number and capacity of providers.

	Total No. of Providers	Total Daytime Capacity	Total Night-time Capacity	Estimated Number of Enrolled Children*
Licensed Group	2,301	135,893	9,194	192,965
Licensed Family	1889	14,958	2,419	23,111
Licensed Day Camps	76	7,435	0	9,888
TOTAL	4,266	158,286	11,613	225,964

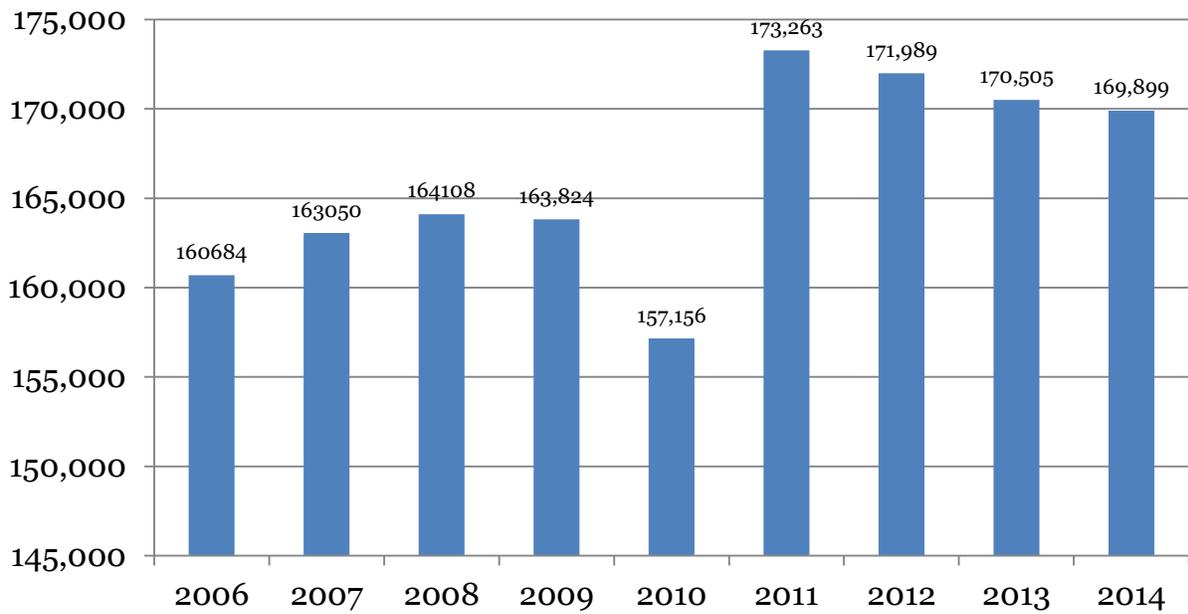
**The estimated number of enrolled children in licensed care is calculated by multiplying licensed capacity by 1.33. Due to part-time care, licensed slots are often filled by more than one child.



Group and Family Child Care Capacity 2006 - 2014



Total Capacity - Group, Family and Day Camp 2006 - 2014



Monitoring of Licensed Centers

There are 57 BECR licensing specialists (54.05 full-time equivalent) responsible for monitoring licensed group and family child care centers and day camps. Each licensing specialist's caseload includes a mix of group and family centers and day camps. Throughout the year, BECR staff is involved in opening new and relocated licensed child care centers, closing licensed centers, and conducting routine monitoring of others. The Department contracts with Supporting Families Together Association (SFTA), a private, non-profit agency to provide start-up pre-licensing assistance to child care applicants.

BECR conducted 9,399 child care site visits in 2014 to monitor, provide technical assistance, verify compliance and conduct complaint investigations. This compares to 9,975 child care site visits in 2013. Of these child care on-site visits, 276 were conducted in unregulated child care locations, in response to allegations of unlicensed care.

Current caseloads average 78.43 child care centers per licensing specialist. This average caseload size is higher than the nationally recommended caseload size of 50 child care facilities per licensing specialist.

In addition to 9,399 successfully completed child care visits, licensing specialists attempted 529 visits in which they were unable to gain entry during the center's licensed hours of operation.

The following table shows the reasons for visits to licensed child care centers in 2014.

Purpose of the Visit	Number
Complaint Regarding Licensed Center	1,147
Complaint Regarding Unlicensed Center	276
Enforcement Action Compliance Verification	175
Initial Licensing Study	560
License Amendment	100
Monitoring for Licensing	5,872
Pre-licensing Technical Assistance	38
Technical Assistance for Licensed Facility	385
Verification of CFS-294	846
Total Number of Visits	9,399

Licensing Complaints

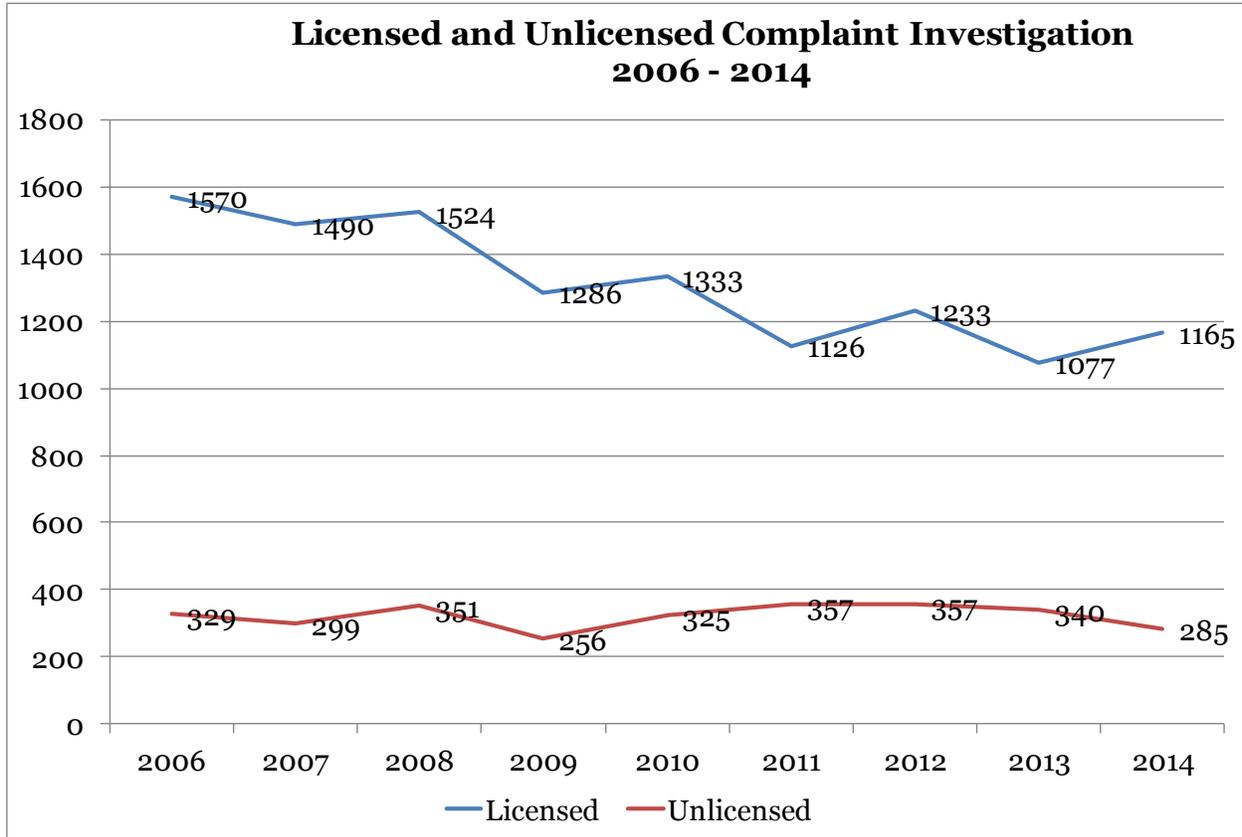
BECR received 1,165 complaints concerning licensed child care centers in 2014. This compares to 1,077 complaints in 2013, an increase of 8% between 2013 and 2014.

In 2014, 591 complaints regarding licensed child care were substantiated while 647 complaints were unsubstantiated. A complaint is considered substantiated when at least one of the allegations contained in the complaint is substantiated.

BECR received 285 complaints alleging unlicensed child care in 2014. There were 97 unlicensed complaints that were substantiated while 201 complaints were unsubstantiated.

The following two charts reflect the number of complaints and status of complaints for 2014 and the variation in number of complaints over time.

	Received	Closed	Substantiated	Unsubstantiated
Licensed Complaints	1,165	1,238	591	647
Unlicensed Complaints	285	298	97	201



Enforcement Activity with Licensed Centers

In 2014, there were 1,182 enforcement actions, compared to 1,103 enforcement actions in 2013. This is a 7% increase in enforcement actions compared to 2013.

The most frequent actions in 2014 were warning letters (413), orders (301) and forfeitures (267).

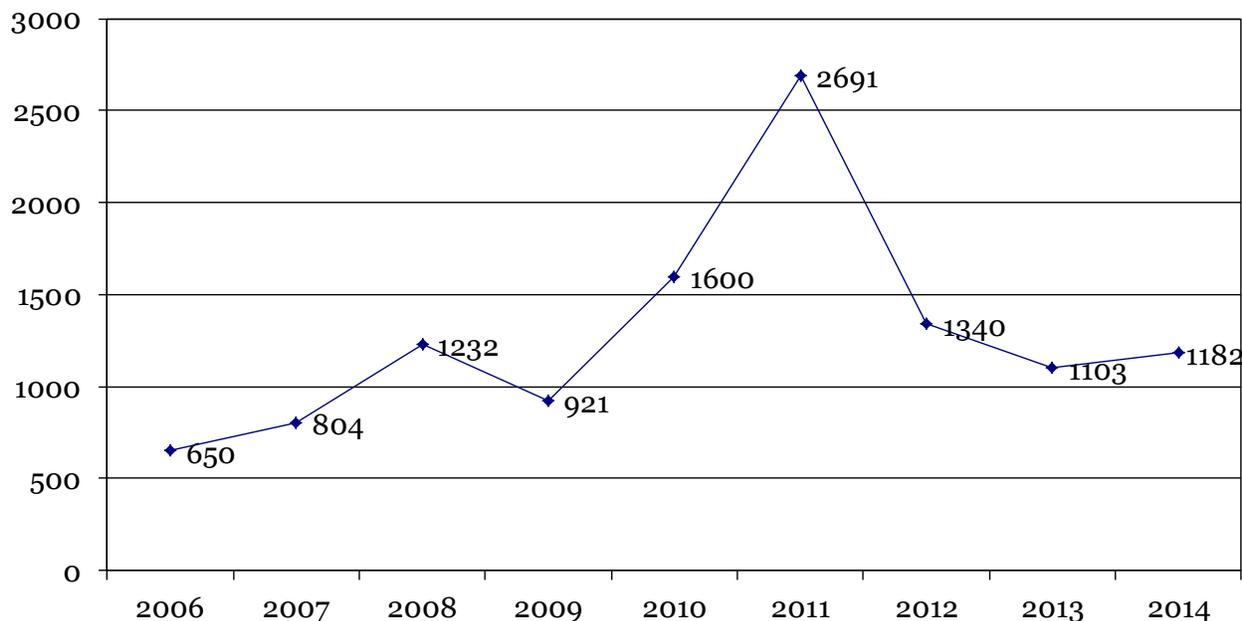
The following charts show enforcement actions issued in 2014 and the change in number of enforcement actions over time.

Enforcement Actions – 2014

	Total	Appealed	Upheld	Withdrawn	Stipulated Agreement	Not Upheld
Denial DHS-12	0	0	0	0	0	0
Denial Other	7	2	1	0	1	0
Denial - Tax	0	0	0	0	0	0
Direct Forfeiture	157	6	1	0	1	0
Forfeiture	110	5	1	1	1	0
Orders	301	4	2	0	1	0
Stop Operating Orders	40	2	0	1	0	0
Revocation	61	17	1	0	8	0
Revocation DHS-12	5	5	0	1	2	0
Revocation -Tax	50	0*	0	0*	0	0
Stipulation	7	0	0	0	0	0
Summary Suspension	4	1	1	0	0	0
Warning Letter	389	0	0	0	0	0
Warning Letter No Access	24	0	0	0	0	0
Second Probationary License Due to Noncompliance	27	0	0	0	0	0
TOTAL	1182	42	7	3	14	0

**The Department of Revenue issued 39 Tax Clearances.*

Number of Licensed Child Care Enforcements 2006 - 2014



Warning Letters issued to licensees for failing to submit an annual Background Information Disclosure form, a new statutory requirement at that time, caused the significant spike in 2011.

Most Frequently Cited Licensed Child Care Rule Violations

The total number of violations cited in licensed family child care in 2014 was 7,992, down from 9,130 in 2013. The total number of violations cited in group child care in 2014 was 18,514, up slightly from 18,242 in 2013. The total number of violations cited in licensed day camps in 2014 was 562, compared to 616 in 2013. **Attachment A** provides a listing of the twenty most frequently cited licensed child care rule violations in family and group centers and day camps.

In 2014, the top five most frequently cited rule violations in **licensed family child care centers** were violations related to the following:

- Compliance with Laws;
- Current, Accurate Daily Attendance Record;
- Child Record – Enrollment & Health History Forms;
- Access to Materials Potentially Harmful to Children;
- Staff File – Days, Hours Worked.

In 2014, the top five most frequently cited rule violations in **licensed group child care centers** were violations related to the following:

- Compliance with Laws;
- Access to Materials Potentially Harmful to Children;

Current, Accurate Daily Attendance Record;
 Child Tracking Procedure;
 Staff File – Registry Certificate, Educational Qualification.

In 2014, the top five most frequently cited rule violations in **licensed day camps** were violations related to the following:

Child Record – Enrollment Information;
 Accessible Toxic Substances;
 Compliance with Laws;
 Potential Source of Harm or Condition of Premises;
 Medical Administration – Parental Authorization.

The citation of Compliance with Laws covers those violations of statutes that a child care licensee must be in compliance with, but are not yet included in revised administrative rules. This includes statutory provisions for submittal of annual Background Information Disclosure forms and vehicle alarm requirements.

Number and Capacity of Certified Child Care Centers

As of December 31, 2014, there were 1,215 certified family providers and 8 certified school age programs. This is an 18% decrease in certified providers, compared to 2013. An estimated 7,796 children were served in certified child care in 2014.

The following table shows the number and capacity of certified child care centers and estimated number of children enrolled in certified care in 2014.

	Total No. of Providers	Total Daytime Capacity	Total Night-time Capacity	Estimated Number of Enrolled Children*
Certified Family	1,215	Up to 6 Children	Up to 6 Children	7290
Certified School Age	8	381	Not Applicable	506

The estimated number of enrolled children in **certified family care is calculated by multiplying the number of providers by 6. The estimated number of enrolled children in **certified school age care** is calculated by multiplying capacity by 1.33. Due to part-time care, slots are often filled by more than one child.*

Monitoring of Certified Child Care Centers

Monitoring of certified family child care and certified school age care is conducted by certifiers employed by the counties, tribes, subcontracted agencies and the Milwaukee Early Care Administration.

Certifiers conducted 2,567 visits to certified centers in 2014 to monitor, provide technical assistance, verify compliance and conduct complaint investigations. All certified providers must

be visited once every two years in order to renew their certification and all certification agencies completed this required visit to certified providers during the 2012 – 2014 period. Ninety six percent of the certification agencies conducted more than one required visit to certified providers during the two year time period, with 32 agencies completing 3 or more visits during the two year period.

In addition to 2,567 successfully completed visits, certifiers made 536 attempted visits to certified centers.

The following table shows the reasons for visits made to certified child care centers in 2014.

Purpose of the Visit	Number
Annual Visit/Monitoring/294 Verification/Other	1,588
Complaint Visit	83
Expired Re-Certification Visit	17
Initial Provider Visit	347
Re-Certification Visit	408
Relocation Visit	65
Technical Assistance Visit	59
TOTAL	2,567

Beginning in August of 2014, certifiers began recording data on enforcements. For the period 8/8/14-12/31/14, the following enforcements were initiated by certification agencies:

	Total	Appealed	Upheld	Withdrawn	Stipulated Agreement	Not Upheld
Denials	8	1	1	0	0	0
Revocations	5	3	2	0	0	0
Suspensions	8	0	0	0	0	0
Warning Letter	16	0	0	0	0	0
	37	4	3	0	0	0

Caregiver Background Unit Activities

During 2014, the BECR Caregiver Background Unit (CBU) completed 6,074 Department of Justice background checks and 1,427 FBI checks. In addition, the BECR CBU fielded nearly 3,000 phone inquiries related to background checks. BECR staff processed 7,392 Background Information Disclosure forms from 4,042 licensed child care facilities.

In addition to crimes that bar an individual from being in child care, the Department has identified additional criminal offenses that may be of concern and require follow-up by BECR staff or certifying agencies. The barred crimes and additional offenses of concern are matched against results from annual Wisconsin Department of Justice criminal record and Department of Health Services Integrated Background Information System checks conducted on all licensees

and adult household members. Further, the Department conducts an automated monthly match for individuals in the child care regulation system with records contained in the Wisconsin Circuit Court database (CCAP) and child abuse and neglect database. Addresses of licensed and certified child care programs are also checked monthly against the National Sex Offender Registry.

Cc: Eloise Anderson, Secretary, Department of Children and Families
Ron Hunt, Deputy Secretary, Department of Children and Families
Sara Buschman, Assistant Deputy Secretary, Department of Children and Families
Randall Keys, Chief Legal Counsel, Department of Children and Families
Joe Scialfa, Communications Officer, Department of Children and Families
Kimberly Liedl, Legislative Liaison, Department of Children and Families
Judy Norman-Nunnery, Administrator, Division of Early Care and Education
Jill Chase, Deputy Administrator, Division of Early Care and Education
David Timmerman, Director, Bureau of Operations and Planning
Holly Davis, Director, Bureau of Milwaukee Early Care Administration
Kathy McGurk, Director, Bureau of Early Learning and Policy
Tiffany Wilson, Director, Bureau of Program Integrity
Regional Licensing Chiefs, Bureau of Early Care Regulation

Attachment

Attachment

Twenty Most Frequently Cited Family Child Care Violations – 2014

Violation Code	Description	Total
250.04(2)(a)	COMPLIANCE WITH LAWS	553
250.04(6)(b)	CURRENT, ACCURATE DAILY ATTENDANCE RECORD	436
250.04(6)(a)1.	CHILD RECORD - ENROLLMENT & HEALTH HISTORY FORMS	382
250.06(2)(c)	ACCESS TO MATERIALS POTENTIALLY HARMFUL TO CHILDREN	294
250.04(5)(d)	STAFF FILE - DAYS, HOURS WORKED	238
250.06(3)	PRACTICE OF WRITTEN EMERGENCY PLANS	234
250.04(6)(a)4.	CHILD RECORD - IMMUNIZATION HISTORY, PHYSICAL EXAM	224
250.04(8)(b)	BIENNIAL TRAINING - CHILD ABUSE & NEGLECT	218
250.05(1)(b)5.	PROVIDER TRAINING - CARDIOPULMONARY RESUSCITATION	201
250.11(5)(b)	CONTINUATION LICENSE - APPLICATION MATERIALS SUBMISSION DATE	197
250.06(4)(a)	SMOKE DETECTORS	192
250.07(6)(L)1.	HEALTH EXAM - CHILD UNDER AGE 2	182
250.07(6)(L)2.	HEALTH EXAM - CHILD AGE OVER AGE 2	179
250.06(5)	PREMISES, FURNISHINGS, EQUIPMENT - CONDITION & REPAIR	159
250.06(2)(a)	ELECTRICAL OR HOT SURFACE PROTECTION	137
250.06(2)(e)	POTENTIAL SOURCE OF HARM ON PREMISES	137
250.04(2)(i)	MONITORING RESULTS, STIPULATIONS, CONDITIONS, EXCEPTIONS POSTED	118
250.06(2)(k)	DETERIORATING OR TOXIC PAINT	118
250.04(6)(a)3.	CHILD RECORD - ALTERNATE ARRIVAL / RELEASE AGREEMENT	104
250.05(1)(b)4.	PROVIDER TRAINING - CONTINUING EDUCATION	102

Twenty Most Frequently Cited Group Child Care Violations – 2014

Violation	Description	Total
251.04(2)(a)	COMPLIANCE WITH LAWS	865
251.06(2)(d)	ACCESS TO MATERIALS POTENTIALLY HARMFUL TO CHILDREN	466
251.04(6)(b)	CURRENT, ACCURATE DAILY ATTENDANCE RECORD	425
251.05(3)(f)	CHILD TRACKING PROCEDURE	382
251.04(5)(a)5.	STAFF FILE - REGISTRY CERTIFICATE, EDUCATIONAL QUALIFICATIONS	377
251.04(6)(a)1.	CHILD RECORD - ENROLLMENT INFORMATION	377
251.05(3)(c)	CLOSE SUPERVISION OF CHILDREN	368
251.05(1)(c)	CARDIOPULMONARY RESUSCITATION TRAINING	344
251.04(5)(a)4.	STAFF FILE - PHYSICAL EXAMINATION REPORT	325
251.04(8)(b)	BIENNIAL TRAINING - CHILD ABUSE & NEGLECT	323
251.06(5)(a)	CONDITION OF PREMISES	304
251.06(9)(d)2.a.	FOOD STORAGE - DRY FOOD	288
251.06(2)(a)	POTENTIAL SOURCE OF HARM ON PREMISES	287
251.07(6)(j)9.	REVIEWING INJURY RECORDS	271
251.04(5)(a)3.	STAFF FILE - CAREGIVER BACKGROUND CHECK RESULTS	266
251.05(1)(L)1.	STAFF HEALTH EXAMINATION - REQUIREMENTS	257
251.04(5)(a)6.	STAFF FILE - ORIENTATION & CONTINUING EDUCATION	243
251.06(2)(b)	ELECTRICAL OR HOT SURFACE PROTECTION	243
251.04(5)(a)1.	STAFF FILE - STAFF RECORD INFORMATION	239
251.04(6)(c)1.	MEDICAL LOG - REQUIREMENTS	228

Twenty Most Frequently Cited Day Camp Violations – 2014

Violation Code	Description	Total
252.41(4)(a)1.a.	CHILD RECORD - ENROLLMENT INFORMATION	26
252.43(2)(a)6.	ACCESSIBLE TOXIC SUBSTANCES	24
252.41(1)(a)	COMPLIANCE WITH LAWS	23
252.43(2)(a)5.	POTENTIAL SOURCE OF HARM OR CONDITION OF PREMISES	21
252.44(6)(e)1.a.	MEDICATION ADMINISTRATION - PARENTAL AUTHORIZATION	21
252.41(3)(a)1.	STAFF FILE - STAFF INFORMATION	14
252.41(3)(a)4.	STAFF FILE - CAREGIVER BACKGROUND CHECK RESULTS	14
252.43(3)(a)5.	GARBAGE CONTAINERS, STORAGE & DISPOSAL	14
252.41(4)(b)2.	MEDICAL LOG - REQUIREMENTS	13
252.44(6)(f)2.	RECORDING & REVIEWING THE RECORD OF INJURIES	13
252.41(4)(a)6.	CHILD RECORD - HEALTH HISTORY	12
252.42(3)(g)	CHILD TRACKING PROCEDURE	12
252.44(6)(h)	RECORD OF IMMUNIZATIONS	12
252.41(4)(c)	CURRENT, ACCURATE DAILY ATTENDANCE RECORD	11
252.42(2)(e)	CARDIOPULMONARY RESUSCITATION TRAINING	11
252.05(1)(b)2.	LICENSE CONTINUATION - TIME FRAME TO SUBMIT MATERIALS	10
252.41(1)(L)	MONITORING RESULTS, STIPULATIONS, CONDITIONS, EXCEPTIONS POSTED	10
252.41(3)(a)5.	STAFF FILE - PRE-CAMP TRAINING	10
252.41(4)(a)2.	CHILD RECORD - EMERGENCY MEDICAL CONSENT	10
252.42(3)(a)	SUPERVISION OF CHILDREN	10